

Commonwealth Office of Technology

Rated Service Description

Infrastructure Consulting Services		Rate
CS30	<p>Per Hour</p> <p>The CS30 service provides agencies with access to COT support staff on an hourly billable basis. This rate can be applied to a large number of IT support services that are not already included in one of the other rated services.</p>	\$75
CS30	<p>Includes the following HARDWARE</p> <p>Not Applicable</p>	
CS30	<p>Includes the following SOFTWARE</p> <p>Not Applicable</p>	
CS30	<p>Includes the following SERVICES</p> <p>Consulting services, including, but not limited to, database support, network support, consultative support, and other hourly support needed that is not covered under a rated service.</p> <p>24 X 7 X 365 access to the Commonwealth Service Desk</p> <p>Support staff is available on-site Monday - Friday, 7:00am to 5:00pm. Personnel are on-call for emergency after-hours support.</p>	
CS30	<p>To Initiate Service or Report a Problem with this service</p> <p>Please contact the Commonwealth Service Desk:</p> <ul style="list-style-type: none">• 24x7 Phone support: 502-564-7576• Toll free support number: 800-372-7434• Via e-mail CommonwealthServiceDesk@ky.gov <p>Please note that a valid COT Billing Number will be required in order to initiate this service.</p>	
CS30	<p>Additional Service Clarifications</p> <p>None</p>	